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PATENT
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TOWNSEND and TOWNSEND and CREW LLP

By: Jose R. Lopez Jr.
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

SAXENA, Piyush *et al.*

Application No.: 10/802,190

Filed: March 17, 2004

For: WEB-ENABLED UPS

Customer No.: 20350

Confirmation No. 3429

Examiner: RUTLAND WALLIS,
Michael

Technology Center/Art Unit: 2836

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed January 12, 2009, please enter the
following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this
paper.

Remarks/Arguments begin on page 10 of this paper.